

## NIH Help Desk Monthly Summary Report

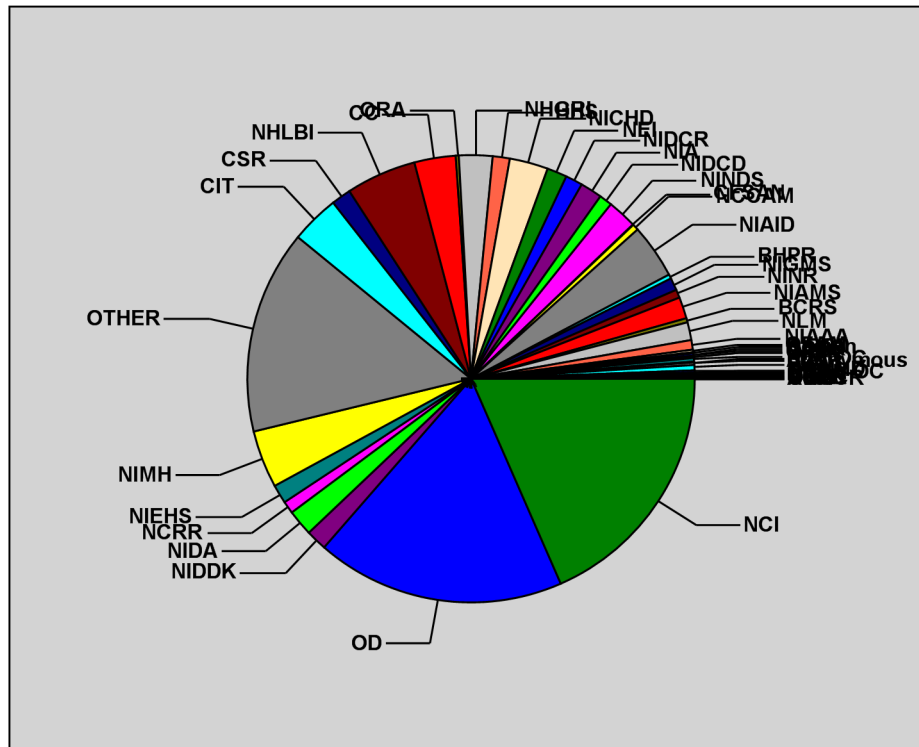
For the period: Friday, May 01, 2009 12:00:00 AM to Sunday, May 31, 2009 11:59:59 PM

**Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.**



Snapshot Date: 6/1/2009 6:46:07 AM

## Tickets by IC



Anonymous	0.18 %
AUX	0.01 %
BCRS	0.30 %
BHPR	0.31 %
CBER	0.06 %
CC	2.98 %
CDER	0.16 %
CDRH	0.03 %
CFSAN	0.03 %
CIT	3.51 %
CQ	0.03 %
CSR	1.42 %
CVM	0.01 %
FDA-OC	0.06 %
FIC	0.38 %
HHS	1.23 %
HRSA-OC	0.03 %
HSB	0.11 %
NCCAM	0.45 %
NCI	18.44 %
NCMHD	0.17 %
NCRR	0.89 %
NCTR	0.01 %
NEI	1.44 %
NHGRI	2.42 %
NHLBI	5.07 %
NIA	1.58 %

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NIAAA	0.69 %
NIAID	3.92 %
NIAMS	1.55 %
NIBIB	0.26 %
NICHD	2.78 %
NIDA	1.89 %
NIDCD	0.94 %
NIDCR	1.24 %
NIDDK	1.51 %
NIEHS	1.36 %
NIGMS	0.90 %
NIMH	4.16 %
NINDS	2.13 %
NINR	0.59 %
NLM	1.29 %
OD	17.97 %
OEOCR	0.01 %
OFAM	0.18 %
OFM	0.10 %
OFPO	0.00 %
OHIT	0.01 %
OIM	0.00 %
OL	0.02 %
OM	0.03 %
OPE	0.03 %
OPR	0.07 %
ORA	0.22 %
ORHP	0.04 %
OTHER	14.71 %

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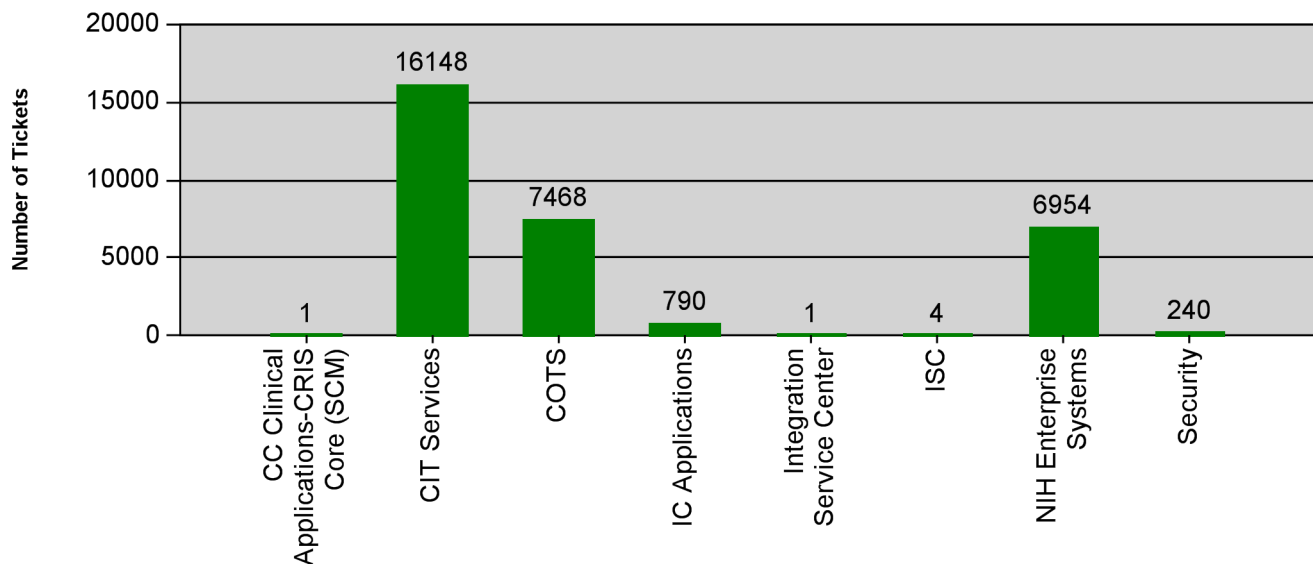


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Region

0.08 %

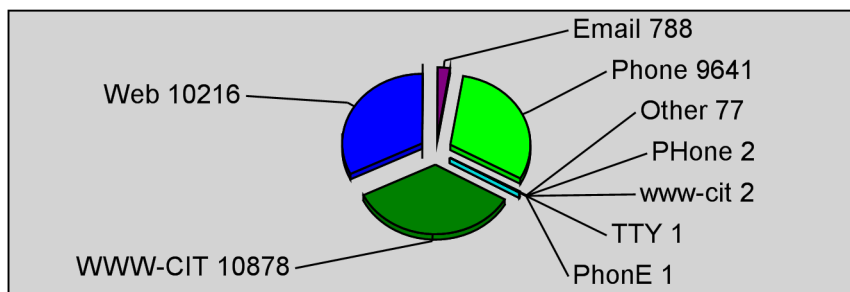
### Category Summary



Categories have been grouped to simplify the presentation of the data. See the last page for a breakdown of the category groups.

**Total Tickets: 31606**

### Ticket Sources



Email	2.49 %
Other	0.24 %
Phone	30.51 %
TTY	0.00 %
Web	32.32 %
WWW-CIT	34.42 %
<b>Total:</b>	<b>100.00 %</b>

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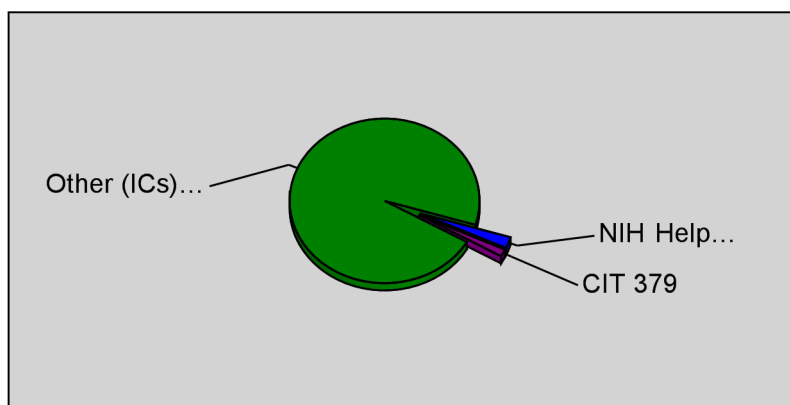


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**Total Tickets Closed: 26722**

\*Note - includes closed no response

## Tickets Closed

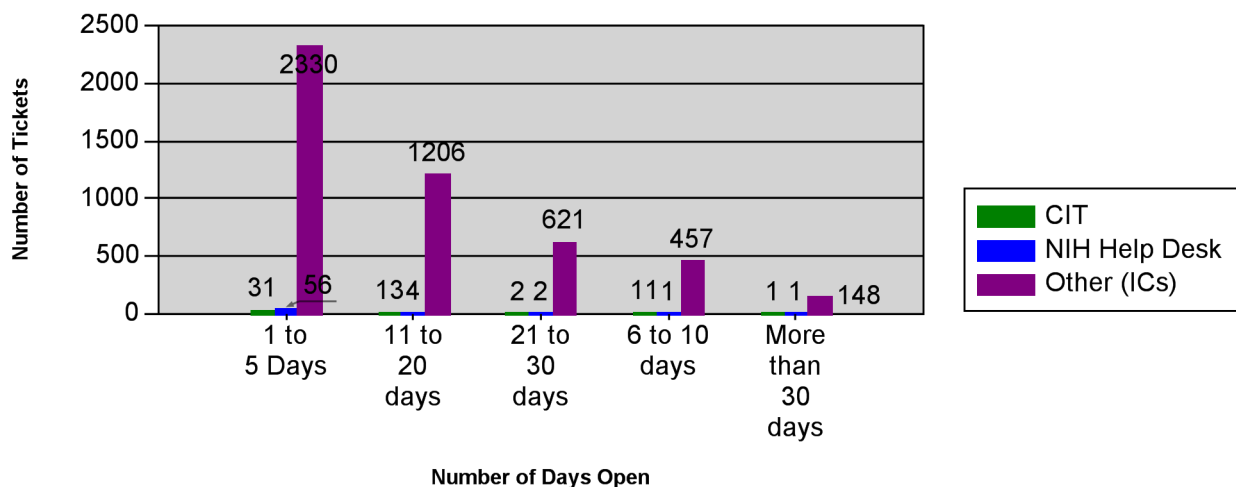


CIT	379	1.42 %
NIH Help Desk	591	2.21 %
Other (ICs)	25752	96.37 %
<b>Total:</b>	<b>26722</b>	<b>100.00 %</b>

**Total Tickets Unresolved: 4884**

Note:

## Tickets Unresolved



Tickets assigned to the NIH Help Desk, other CIT divisions and Other (ICs). These tickets were Opened within the selected period and are still Open as of the Snapshot Date.

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### Detailed Breakdown of Category Summary

<b>CC Clinical Applications-CRIS Core (SCM)</b>	<b>1</b>
CC Clinical Applications-CRIS Core (SCM)	1
<b>CIT Services</b>	<b>16148</b>
Accounts	10038
Back Office Support	1293
CIT Categories	123
CIT Categories Aspect	6
CIT Categories Remedy	40
CIT Categories-General Information	5
Conference Room Support-Equipment Setup	225
Conference Room Support-Monitor Conference	5
Conference Room Support-Reserve	9
Connectivity	527
Email	1493
General Information	669
Hardware-Phones	2
Helix Support	14
iSDP/Software Distribution	6
NECS	3
NIH Cabling Infrastructure-Cabling	1
NIH Data Center	1
NIHnet	214
OS/390	31
Pubs	1
Telecommunications	330
Training	46
Unix Support	3
Video	75

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Wireless Services	988
<b>COTS</b>	<b>7468</b>
Application Support	3378
Hardware	4090
<b>IC Applications</b>	<b>790</b>
CC Clinical Applications	58
CC Clinical Applications-ATV	16
CC Technical Operations	14
E-Grants	4
Local LAN	447
OIT Categories	1
Web Site Issue (non-CIT)	250
<b>Integration Service Center</b>	<b>1</b>
Integration Service Center	1
<b>ISC</b>	<b>4</b>
ISC	4
<b>NIH Enterprise Systems</b>	<b>6954</b>
ADB	268
Capital HR Change Management	1
Capital HR Func App Suppt	37
Capital HR Non-App Specific	1
Capital HR Security	49
Capital HR Technical	10
Capital HR User Error	3
eRA-COMMONS	3063
eRA-DB	9
eRA-External	1168
eRA-Grants Management	98
eRA-IMPAC II	112

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eRA-Infrastructure	33
eRA-Partnership Issues	3
eRA-Referral and Review	52
eRA-Reporting	16
eRA-Software BA	2
eRA-Training	2
eRA-UAT	5
GovTrip User Call	21
ITAS	312
NBS Break/Fix	2
NBS-Sandbox	3
NBS-User Call	1064
NED	425
NIH Data Warehouse	33
NIH Services	121
NVision	41
<b>Security</b>	<b>240</b>
Anti Virus SW	15
Security	225
<b>Grand Total:</b>	<b>31606</b>